



Operating Protocol 2-20-13 Revised 11-2-15, 8-12-16

MISSION

The Safety Net Alliance of Northern Kentucky is a collaboration of organizations whose mission is to increase the efficiency and effectiveness of emergency assistance services provided to Northern Kentucky families.

GENERAL DESCRIPTION OF THE SAFETY NET ALLIANCE

The Safety Net Alliance (SNA) is a groundbreaking collaboration of stakeholders from public/private entities (non-profit agencies, government entities, tax exempt, and faith-based organizations), each committed to providing the most effective and efficient emergency assistance service continuum to NKY residents struggling to make ends meet. Stakeholders achieve this goal by helping stabilize residents during their crisis and educating them of their potential eligibility for available private and public benefits and support - ultimately providing the foundation needed to “earn, keep, and grow” financial resources. Working together *voluntarily*, these stakeholders are ideally positioned to identify current trends, and to share information about unmet needs, available resources, and opportunities for collaboration. SNA *member organizations* are connecting and partnering with other basic needs providers to enhance access to and improve efficiency of basic needs and emergency assistance in Northern Kentucky. Brighton Center serves as fiscal agent, the lead and convening member of the SNA, with each *member organization* having equal representation regarding SNA policies, procedures and member-elected leadership.

Safety Net Alliance *member organizations* have made a commitment to work together to more holistically support underserved individuals/families in need. The common thread of all *member organizations* of the SNA is the provision of basic needs or emergency assistance. Some examples of emergency assistance services offered by *member organizations* include the following: home delivered meals to the home bound and elderly, hot meals offered at soup kitchens, direct assistance with perishable and non-perishable foods through food pantries, clothing and household items, personal hygiene, baby care, cleaning supplies and seasonal holiday assistance, direct financial assistance to prevent utility disconnection or eviction, assistance with medication, transportation, mental health emergencies, and emergency housing and shelter.

The Safety Net Alliance was created to give “front line” service providers a forum for interaction so that they can: enhance communication, readily share relevant resource/service information, identify common issues and trends, and ultimately maximize resources and avoid duplication of services. The Safety Net Alliance strengthens the fabric of the local social services sector by providing *the only forum* for managers and direct service staff across local agencies to regularly interact and to build personal working relationships.

LEAD AGENCY AND FISCAL AGENT

Brighton Center is the lead agency for the Safety Net Alliance of Northern Kentucky and serves as the fiscal agent for all funding received to support the work of the SNA.

BRIGHTON CENTER, INC., through its employees and/or representatives, will:

1. Serve as lead agency and fiscal agent responsible for oversight and administration of the Safety Net Alliance of Northern Kentucky.
2. Coordinate and lead monthly Safety Net Alliance meetings held the 3rd Wednesday of every month at location(s) announced via SNA website prior to each meeting.
3. Serve as one of a number of Super Agency Administrators of our shared web based portal www.NKYsafetynet.org. A list of Super Agency Administrators can be found on the website.
4. Serve as a point of contact with web portal host as the web based portal. www.NKYsafetynet.org developer, providing ongoing maintenance and support.
5. Oversee and submit necessary reports to funders or other stakeholders as appropriate.
6. Ensure all vendor relationships are handled appropriately.
7. Provide staff support for all committees.

SAFETY NET ALLIANCE MEETINGS

A. Regular Meetings

Regular meetings will be held monthly on the 3rd Wednesday of the month from 12:00 p.m. to 1:30 p.m. at appropriate locations to be determined. Meeting reminders will be sent to all members via alert system and by posting on the SNA website. Reminders will include date, time, location, and topics discussed.

B. Special Meetings

Should a *member* wish to call a Special Meeting to discuss a critical issue in between regular meetings, they are encouraged to contact any member of the Executive Committee (contact information listed on SNA website) who will take the concern to the executive committee for consideration. The Executive Committee member contacted will be responsible for continued communication with partner through resolution of critical issue and/or setting of Special Meeting, whichever comes first.

C. Quorum

A quorum consists of the *member organizations'* representatives present at a meeting. Of the Safety Net Alliance *member organizations* present at a meeting, a simple majority will be needed to take action on an issue or transaction of business. One vote is permitted per *member organization*. The Safety Net Alliance is entitled to rely on the vote of an individual representative of a *member organization* as an accurate representation of the vote of the *member organization*.

MEMBERSHIP

The common thread that unites Safety Net Alliance members is the provision of basic needs or emergency assistance services. *Member organizations* will be direct providers of these services or

organizations that provide educational, financial, or in kind resources in support of the mission of the Safety Net Alliance. The SNA Executive Committee reserves the right to make final determinations regarding partners' membership status. Safety Net Alliance membership is defined as partner agency membership through the signing of an evergreen Agreement to Collaborate (ATC). The ATC will, in large part, consist of basic elements of "membership criteria" (listed below) and will be reviewed at any time upon the recommendation of any *member organization* representative and subsequently revised, or not revised, at the discretion of the SNA Executive Committee, by majority vote.

A. Agreement to Collaborate

An Agreement to Collaborate (see page 7) is required of all member organizations will be signed by *member organizations* as they become active and will be renewed automatically on an annual basis unless any party submits a Withdrawal of Agreement by giving 30 days written notice of its intent to withdraw as a party.

B. Member Organization

A member organization is defined as a non-profit/ government/tax exempt/faith-based group/agency/entity requesting participation and willing to submit pertinent information about their group/agency/entity to the website for inclusion, and agree to attend six of 11 meetings annually.

C. Partner

A partner is defined as a person/community member who supports the activities of the Safety Net Alliance and its member organizations, but is not affiliated with an organization. Partners do not have voting rights, cannot sit on the EC or chair a committee.

D. Ally

An Ally is defined as organization/for profit that supports the activities of the Safety Net Alliance and its member organizations. Allies do not have voting rights, cannot sit on the EC, chair a committee or send Alerts. Allies can attend all general meetings, participate on task forces and committees and receive Alerts. Allies can ask for an Alert to be sent and this will be addressed as needed.

E. Membership is **not** a prerequisite to regular ongoing participation

Safety Net Alliance monthly meetings are open to *any* organization/individual (service provider, funder or concerned citizen) that has an interest in advancing the SNA's mission: *to increase the efficiency and effectiveness of emergency assistance services provided to Northern Kentucky's low-income families*. Membership is not required for meeting attendance and participation, to access the Safety Net Alliance website and the resources made available on that site, nor is it required to utilize the site by posting alerts, making requests for resources, etc.. Membership is not required to participate on a Committee or Task Force or to request a Special Meeting or to ask for an Alert to be sent.

F. Memberships is required to receive the following benefits:

- ✓ Reap the benefits of resources made available through the Safety Net Alliance, including but not limited to:

- a. Having your organization identified as a SNA member on www.NKYsafetynet.org;
 - b. Being designated as a "Benefits Access" site and having onsite access and utilization of SharePoint benefits access software;
 - c. Receive funding through the SNA, such as Heat and Eat, Weathering the Economic Storm or available United Way funds.
- ✓ Have voting privileges;
 - ✓ Be a member of the Executive Committee;
 - ✓ Chair a Committee or Task Force.

G. SNA Member in Good Standing

To be considered an SNA Member in Good Standing, a member organization must:

- ✓ Be direct providers of basic needs and/or emergency assistance services or provide financial or in kind resources in support of the mission of the Safety Net Alliance;
- ✓ Have an active signed Agreement to Collaborate;
- ✓ Have a representative attend at least 6 of 11 meetings annually;
- ✓ Enter and maintain agency data on the shared web based portal, www.NKYsafetynet.org, respecting the user rights and responsibilities guidelines;
- ✓ Comply with any funding guidelines or reporting requests. *This could include but is not limited to Heat and Eat, Weathering the Economic Storm or United Way funds;* (Only applies to member agencies receiving funding)
- ✓ Assume all liability associated with services provided as a result of funding received.

COMMITTEES

The Safety Net Alliance will have the following governing committee structure:

Executive Committee

The Executive Committee (EC) is responsible for the ongoing daily maintenance of the SNA, addressing pressing issues identified by our partner agencies, identifying long term goals of the SNA and will set the agenda for the monthly general meeting. The nine members of the EC will represent nine different member organizations. Included in the nine positions will be one (1) representative from Brighton Center, lead agency and fiscal agent, one (1) each of the chairs of existing Standing Committees and the balance being at large members.

The Executive Committee will meet once per month prior to the regular Alliance meeting. The Committee will set the agenda for each regular meeting. Chairs of each Standing Committee will report on the work of their respective committee and bring forth any specific action or business for the regular meetings. A simple majority of the Executive Committee members will constitute a quorum to advance action or business.

If an Executive Committee position becomes vacant, the Executive Committee will make the decision on the member filling the position on the Committee until the next regularly scheduled election of the Executive Committee members in November of each year.

Terms for each executive committee member are for two years with potential to continue. Expectations of EC committee members are: 1) to attend annual SNA EC retreat, 2) attend as many of the EC meetings as possible and when unavailable, communicate with another EC member; 3) prepare for each meeting as needed; 4) support the activities of the SNA as appropriate. EC members not meeting expectations will be addressed on a case by case basis.

Nominations of interest for the Executive Committee will be made in October and voted on at November's meeting. Terms will be for two years each and will be staggered. One year will call for the election of one Executive Committee member and the following year will call for two new members. This is done to ensure consistency in knowledge and leadership.

If a Safety Net Alliance *member organization* representative is interested in serving on the Executive Committee, they will express their interest at the October regular meeting when nominations are called for. All those nominated will be vetted to confirm they are members in good standing. A slate will be presented at the November general meeting to be voted on by the full Safety Net Alliance. The top member(s) with the most votes as outlined below (which are not already Committee Chairs) will be selected to serve on the Executive Committee.

Committees

Committees address ongoing issues that affect our consumers and will change as issues are identified and resolved. The need to address an issue may surface during regular meetings or a partner can identify the need for a committee. A partner who recognizes a need for a committee will contact an EC member to be placed on the agenda for the next regularly scheduled monthly meeting for consideration.

Each Safety Net Alliance *partner* may participate and effectively serve on the committees of her/his choice. Committee participation does not require a vote or term limits.

Each Committee will have a Chair. Chairs are expected to serve on the EC. Nominations for open Chair positions will be vetted for ensure they are members in good standing, and cannot already sit on the EC. Should there be more than one nomination, elections will be held in October at the same time as the EC elections. Terms are two years as a Committee Chair and start in January of each year as appropriate.

The lead agency will provide staff support to the Committees. If an action or business is to occur at a Committee meeting, a simple majority of *member organizations* (who have voting privileges) present will be needed to advance the business to the Executive Committee, and then to the regular SNA meeting.

Task Forces

Task Forces are work groups designed to address an immediate or emerging need recognized by SNA members. Task Force members join together to develop a plan of action to address the identified need and at times, a Task Force may develop into a committee.

The Task Force will have a chair that will convene the meeting and be responsible for reporting to the EC and/or the Alliance during general meetings.

FUNDING DISTRIBUTED TO MEMBER ORGANIZATIONS

At times, the Safety Net Alliance has served as the recipient of funding to be distributed to *member organizations* with Brighton Center serving as the fiscal agent. To receive funding, a *member organization* must have an active signed agreement to collaborate (ATC) in place and be a 501(c)3 in good standing and assume all liability associated with the use of the funding and the services provided. A copy of this designation must be on file with the MOU.

General procedures for funding distribution:

1. Notice of funding availability will be shared with the Executive Committee and added to the agenda of the next appropriate regular Safety Net Alliance meeting.
2. Those *member organizations* that would like to request funds will be given an application to submit a request. This application will include, at a minimum, the specific amount requested, an explanation of need, geographic area served, total number served, and the required information that the *member organization* will report. Any *member organization* receiving funding will be required to submit the necessary information for reporting purposes. Failure to comply with reporting requirements may impact future awards.
3. Immediately prior to the general meeting when funding will be announced, an e-mail communication will be sent to *member organizations* to ensure that those not present at the regular meeting are informed. The e-mail will include information on the funding available, an application and deadline for submission.
4. All requests will be assembled for review. *Member organizations* may make recommendations for funding distribution to the Executive Committee. Distributions will be based upon factors including but not limited to the following: the amount of funding available, the total requests, the documented need expressed by *member organizations*, the total number served, geographical distribution and compliance with past reporting requirements as applicable. Members of the Executive Committee whose agencies have applied for funding shall abstain from deliberation on distribution of funds. All distributions will comply with the expressed wishes of the donor.
5. The Executive Committee will make the funding distribution decisions and share funding decisions at the next regular meeting of the Safety Net Alliance.



Agreement to Collaborate

WHEREAS, the stated mission of the Safety Net Alliance is to increase the efficiency and effectiveness of safety net services provided to Northern Kentuckians in need. These serves as the foundation necessary to ensure struggling Northern Kentucky residents achieve an improved quality of life.

WHEREAS, the parties agree they are able and willing to perform the services as outlined in the Scope of Services listed herein, for a period of one year from the date of this Agreement and will automatically renew absent written notice from either party.

WHEREAS, the parties agree they will follow the SNA Operating Protocols, which include; operating procedures, planning processes, roles and responsibilities, participation, leadership, decision making procedures, communication, and conflict management.

THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS.

1. Commit to further the mission of the SNA.
2. Attend monthly Safety Net Alliance meetings held the third Wednesday of every month, as staffing capacity allows. It is suggested that substitute staff are sent from partner agencies that may have a meeting conflict.
3. Enter and maintain your agency data on our shared web based portal: <http://www.nkysafetynet.org> respecting the user rights and responsibilities guidelines.
4. Track their own service provision numbers (related to our performance measures) using an agreed upon tracking tool created by the SNA. Partner agency data will be collected monthly during the standing SNA meetings.
5. Provide representation for committees and work groups as capacity will allow.
6. Share observed gaps and/or duplication of services at SNA meetings.
7. Comply with any funding guidelines or reporting requests should funds be allocated.
8. Submit one vote per agency for items of business requiring a vote by consensus.
9. Support Continuous Quality Improvement (CQI) efforts.

IN WITNESS THEREOF, This Agreement to Collaborate is executed this ____ day of _____ in the year _____.

SNA Partnering Agency Name

Date

SNA Partnering Director Name

Date

SNA Partnering Director Signature

Date